



Case Study | City of Conroe

City-Wide Security Transformation: Texas City Embraces Unlimited Scalability with MCA's SecurePlan System

OVERVIEW

An Expanding Footprint in Need of Scalable Solutions

Situated approximately 40 miles north of Houston, Conroe is the county seat of Montgomery County and an integral part of the Houston–The Woodlands–Sugar Land metropolitan area. At the time of this case study, Conroe encompassed an area of 38 square miles. However, due to strategic annexations that expanded its territory from 52.8 to 74.4 square miles, Conroe's population surged to 103,035 by 2023.

This rapid expansion, which positioned Conroe as the fastest-growing large city in the United States between 2015 and 2016, posed significant challenges in managing a coherent public safety strategy across an increasingly sprawling municipality.

The city's existing security infrastructure — comprising fragmented access control and surveillance systems — struggled to keep pace with its expanding borders and growing demands.

Faced with the need to accommodate continual growth while enhancing public safety, Conroe sought a scalable and integrated security solution.

The objective was to replace the inefficient and costly software that managed disparate systems with a more robust and user-friendly interface that could streamline operations and improve response times as the city continued to expand.



Improving City Security Device Management Across an Expanding Footprint

Integrating Video Surveillance and Access Control Systems with MCA's SecurePlan™

Integrated Devices and Software

Improved Device Management

Expanded Situational Awareness

Decreased IT Response Times

Reliable Remote Support

Improved Security Documentation



SecurePlan™
SENTRY 



Surveillance, Access
Controls, & Alarms



Managed Services:
MCA's SecurePlan²⁴



Software Applications:
MCA Sentry

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SOLUTION

Integrated Security and Alarm System Management for City-Wide Coverage

LenelS2, a leader in IP-based integrated security platforms and a top security solution partner of MCA, provided a software solution that offers the City of Conroe the flexibility and scalability needed to integrate security systems across government buildings of various sizes and functions.

This unified system is designed to grow alongside Conroe's expanding surveillance and public safety requirements.

MCA leveraged some of Conroe's existing equipment to enhance its capabilities, integrating video surveillance, intrusion detection, and fire alarms into a single system.

This comprehensive solution streamlines operations and delivers extensive coverage across the city, including police, fire, public works, animal shelter, parks and recreation, and a downtown high-rise property.

LenelS2's software effectively resolved existing network bandwidth and communication issues, ensuring smoother operations across all platforms.

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To support this robust infrastructure, Conroe embraced MCA's SecurePlan24 Service Agreement, which includes the SecurePlan Limited™ package.

This service agreement is designed to minimize downtime and maximize efficiency with features like continuous System Health monitoring and a rapid 4-hour response time for repairs, available around the clock.

It also includes remote assistance, provisioning of loaner and replacement equipment, annual software licensing, regular system audits, and timely software upgrades, ensuring that the city's security system remains state-of-the-art and highly reliable.

RESULTS

Enhanced Overall Security System Reliability and Performance

From the initial setup, the unified system has exceeded Conroe's performance expectations, providing reliable and robust service crucial for their expanding public safety needs. System Health monitoring proactively generates alerts, often before issues become apparent to the client, allowing for swift preemptive action.

"MCA provides excellent, professional customer service and support for all aspects of our needs," says Cobb. "We know we can count on MCA to service our needs now and in the future."

MCA's team of certified technicians ensures effective troubleshooting, beginning with remote assessments and followed by on-site support when necessary. This strategic implementation has allowed Conroe to continuously meet the demands of their growing city, ensuring safety and security remain uncompromised.

ABOUT SECUREPLAN

MCA's SecurePlan™ and SecurePlan24 redefine proactive security management through a transformative approach that combines robust monitoring with expert installation, delivering unparalleled protection for city-wide security applications. At the heart of SecurePlan™ is MCASentry™, an advanced monitoring backbone that continuously oversees every IP-based security device within your network..

This system provides real-time insights, configurable alerts, and detailed diagnostics, enhancing operational responsiveness and risk management. The Sentry dashboard's intuitive interface offers real-time visibility into system health, ensuring that security management is not only proactive but also highly effective.

With SecurePlan™, you're investing in a secure future, where sophisticated monitoring and expert services ensure that your city's security infrastructure remains ahead of threats, minimizing downtime and enhancing overall safety.

OUR PARTNER

LenelS2 Security is an independent manufacturer of IP-based physical security and video management systems that create a powerful, cost effective way to protect people, property and assets. Providing unmatched reliability and a 100% web browser delivered user experience, LenelS2 products are the physical security management systems of choice for Fortune 500, education, healthcare, manufacturing and government customers around the world.

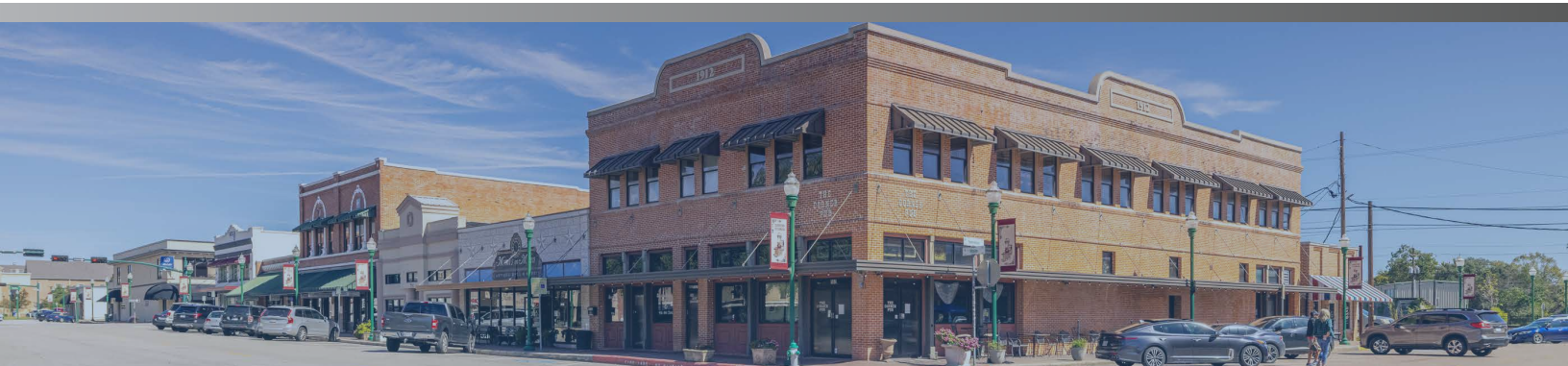
OUR TEAM

MCA provides comprehensive security solutions tailored to the needs of both private enterprises and public institutions. Our offerings include video surveillance, access control, and detection systems, all integrated to enhance safety, protect assets, and increase productivity.

With in-house IT experts skilled in everything from system integration to network security, MCA is equipped to handle security challenges on both a local and national scale. Whether it's implementing state-of-the-art surveillance or managing access to secure areas, MCA is dedicated to ensuring your organization's security and operational efficiency.



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About MCA

MCA is one of the largest and most trusted technology integrators in the United States, offering world-class voice, data, and security solutions that enhance the quality, safety, and productivity of customers, operations, and lives.

More than 65,000 customers trust MCA to provide carefully researched solutions for a safe, secure, and more efficient workplace. As your trusted advisor, we reduce the time and effort needed to research, install, and maintain the right solutions to make your workplace better.

Our team of certified professionals across the United States delivers a full suite of reliable technologies with a service-first approach. The MCA advantage is our extensive service portfolio to support the solution life-cycle from start to finish.

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The MCA logo is displayed in a large, white, sans-serif font. The letter 'C' is stylized with a blue circular graphic element inside it, resembling a signal or a network node. The background of the entire page is a dark blue gradient with abstract, glowing white and light blue geometric patterns, including a complex network of lines and dots in the upper right corner.